

## **POSITION DESCRIPTION**

**POSITION TITLE:** Administrative Assistant I (Temporary)

**DEPARTMENT:** Parks & Recreation

**REPORTS TO:** Administrative Assistant III

**SALARY RANGE:** Range I: \$46,070 - \$56,051

### **DESCRIPTION**

The Temporary Administrative Assistant I position is clerical in nature and works under the direct supervision of the Administrative Assistant III. The Temporary Administrative Assistant I position assists the Parks & Recreation Department in providing information to the public, processing payments and reconciling tills, registering recreation program participants, processing and recording rentals of City-owned rental facilities, in creating the department's promotional materials, and providing general office support. This is a Temporary Full-Time position expected to last less than five (5) months and is not eligible for City benefits, unless required by law. This position is FLSA non-exempt eligible for overtime compensation and on occasion, may be required to work evening or weekend hours.

### **ESSENTIAL JOB FUNCTIONS**

The Administrative Assistant I:

- Greets and assists visitors. Directs them to the appropriate staff if needed.
- Provides customer service to the public by phone and in person, providing information, fees and availability for reservations and programs
- Answers phone calls, takes messages and refers callers to appropriate staff/offices
- Routinely uses computer software programs to:
  - Reserve park and lodge facilities
  - Register participants for recreation programs
  - Enter department revenue into City's financial data-base
  - Use GIS based program (Elements) for management of park grounds
- Type forms, memoranda, reports, and other materials from copy and rough draft; proofs and edits documents as assigned
- Operate office machines as required, such as photocopier, computer, facsimile machine, scanner and other standard office equipment
- Assist with copying, compiling and filing documents for meetings and mailings

- Assists with various aspects of the reservation process for park and lodge rentals; collect payments, process contracts, update forms and application materials, create wedding packets, ensure copies of promotional materials are stocked and available
- Deliver and distribute mail, packages and correspondence as needed to other City offices, clients, suppliers and other agencies
- Assists with ordering and organizing Parks and Recreation department office supplies and equipment
- Assists with the development of electronic or printed promotional materials used by the department; creates flyers, signs, posters and serves as social media liaison for the department
- Assists other staff as needed and performs other duties as assigned

## **CANDIDATE QUALIFICATIONS**

### **Required Skills and Abilities**

- Ability to answer telephones and greet the public with diplomacy, professionalism, and courtesy, always representing the City in a professional manner
- Ability to provide a large variety of information to customers, accurately take and relay messages or refer calls or visitors to the appropriate individual as needed
- Ability to operate and be proficient on computers, 10 key calculators, copiers, fax machines, and multi-line phone systems
- Demonstrated ability to use personal computer and software programs i.e. Microsoft Word, Excel, PowerPoint, Publisher, and Access. Includes being able to access information via the Internet
- Must be proficient in cash handling procedures including the ability to process payments with cash, check and credit cards accurately. Reconcile and identify discrepancies of multiple cash drawers on a daily basis
- Knowledge of basic English composition, spelling, and grammar
- Ability to understand and execute written and oral instructions and apply guidelines to widely varied situations while meeting time-sensitive deadlines
- Ability to proofread various written materials such as reports, correspondence, applications and other various forms for accuracy
- Ability to communicate effectively and professionally with co-workers and the public both verbally and in writing
- Ability to handle stressful and occasionally confrontational situations and present a positive image of City service
- Ability to work on potentially sensitive City issues confidentially and with discretion
- Ability to work independently and prioritize and complete work assignments in a timely manner
- Must be able to work occasional evening, weekend and special event programming as needed

### **Education and Experience**

- High School Diploma or General Education Degree (GED) required
- Minimum two (2) years customer service experience, preferably in a municipal Parks & Recreation setting
- Experience working in a municipal government setting preferred

- Experience with general cashiering, processing payments and reconciling multiple cash drawers preferred
- Experience using Sportsman Registration and Elements software preferred
- Experience using Desktop publishing to make flyers/posters preferred

#### **Special Requirements**

- Valid Washington Drivers License or the ability to obtain one by start of employment
- Valid CPR/First Aid Certification (or be able to obtain within one (1) month of employment)
- Must be insurable by the City's insurance carrier
- All staff positions at the City are required to be available to report to work during off hours in case of emergency and perform duties as assigned

#### **Physical Requirements**

This position will work primarily in an office environment but as requested may assist with events occurring in both indoor and outdoor facilities

- Office environment - walking standing, and lifting records, boxes and objects up to 40 pounds; fine motor skills; auditory, verbal and visual ability
- Outdoor environment - ability to negotiate safely in a park environment, carry up to 40 pounds, setting up tables, chairs or other support equipment and otherwise prepare a site for an event

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.